2001 SCORECARD	Doug Baillie - Cincinnati
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Financial	Perf Area	Measurement	Threshold	Target	Superior	
76%	Profit	CCI - Loss Ratio (calendar yr ex UM) Accident yr (ex UM) Growth	115% 5 pts higher than CCI/U.S. result	112% CCI/U.S. result	109% Outperform vs CCI result	
		PriceRate	13.1% (Budget)	15%	16% +	ſ
		Kelention	, s.v.	*44		11
		CSI - Loss Ratio (ex UM)	94%	92%		0
		Growth (ex UM strategy adj)	2.0%	3.2%		<u> </u>
		Retention (ex UM strategy adj)	82%	85%	%88 88%	Ω
		Growth	8888 1.1%	96%	% 76	
		Retention	2	W.71	%C!	
		HO	%888 %888	%68 ************************************	%06	
		Signature Solutions	90%	***************************************	% % % % % %	· · ·
		Expense Results	4	Š	,	
		Controllable Components	+3%	Budget	1.5 3% Under	
		Mix of Business	72.7			
1		50 5	47.76	49%	51%	
internal	Audits	Improve Book Quality	O 8866	8	4	
2	Service	Policy Issuance Results	ZOUD Kesuit 56	U.S. Targets 56	Exceed U.S. Targets 54	
External 10%	Customer Development	Increase contact with top customers	Below Average	Average	Above Average	
	Drodices Man	New Appointments	1	The state of the s		
		Canceled Agents	! →	<u></u> 0	<u> </u>	
		New appointment premium increase	%9	7.5%	8.6%	
1	- American and an analysis of the property of	Retain top performers (ES/CE)	%06>	%06	93%	
		Succession Plan for all Pay Band 6	80%	%06 %06	% % 90 60	
٠	Talent Management	Increase female	2%	tanes .	**************************************	To be designed to the latest the
%	and Diversity	representation/minority representation at Band 6 and Band 5 by				
		Maintain low minority turnover	2%	1%	%0	
		Successful implementation of Branch Diversity Initiative	Did not meet	Met ail	Exceed	
		Mentor 3 or more high-potential people with at least 1 minority female	2	က	•	
Control of the Contro		40+ hours learning (%)	85%	%06	%96	